

**INTERNATIONAL TRADE ADMINISTRATION
OFFICE OF HUMAN RESOURCES MANAGEMENT
COMPETENCY MODEL
EMPLOYMENT ADVISORY SERVICES GROUP - HR ASSISTANTS**

Function	Competency Area/Competency Definition	Actions Demonstrating Competency	Sources of Training and Development
Staffing and Classification	<p>Customer Service - <i>works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations, knows available products and services and is committed to providing quality service.</i></p> <p>Technical Competence - <i>Uses knowledge acquired through formal training or extensive on-the-job experience to perform work, works with and understands technical information related to the job; advises others on technical issues.</i></p>	<p>Responds to general inquiries from employees, i.e., eligibility for step increases, promotions, application procedures, etc.</p> <p>Reviews qualifications for applicants applying for entry level positions and identifies best qualified candidates for referral to selecting officials.</p> <p>Determines the appropriate title, series, grade levels, and FLSA coverage for entry level positions.</p> <p>Applies OPM Guidelines, laws, and regulations related to recruitment & classification of entry level positions.</p>	<p>USDA Graduate School Front-line Customer Service Approx. Cost = \$225</p> <p>Basic Staffing Approx. Cost = \$250 (self study), \$925 (classroom)</p> <p>Basic Classification Approx. Cost = \$1,800 (10 day classroom trng)</p> <p>FLSA Approx. Cost = \$545</p>

Compensation	Reasoning - <i>Identifies rules, principles, or relationships that explain facts, data or other information; analyzes information and makes correct inferences or draws accurate conclusions.</i>	Determines the appropriate pay rate for employees in limited situations, i.e., initial appointment and promotion.	USDA Graduate School Pay Setting Approx. Cost = \$250 (self study)
Advisory Service	<p>Conflict Management - <i>Effectively manages conflict that interferes with teamwork and productivity.</i></p> <p>Oral & Written Communication - <i>Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations; uses body language appropriately. Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.</i></p> <p>Decision Making - <i>makes sound, well-informed, and objective decisions</i></p>	<p>Writes responses to general questions related to a variety of employment matters.</p> <p>Presents new employee orientation briefings for newly appointed employees. Provides advice to callers on a variety of general employment matters.</p> <p>Decides the appropriate steps to take to resolve a wide range of keying errors. Decides appropriately when to involve a Specialist or Team Leader for assistance in atypical situations.</p>	<p>USDA Graduate School Constructive Conflict Resolution Approx. Cost = \$675</p> <p>Basic Communication Approx. Cost = \$925</p> <p>E-Mail Etiquette Approx. Cost = TBD</p>

<p>Processing Personnel Actions</p>	<p>Integrity/Honesty - <i>displays high standards of ethical conduct and understands the impact violating these standards on an organization, self, and others; chooses ethical course of action; is trustworthy.</i></p> <p>Attention to Detail - <i>is thorough when performing work and conscientious about attending to detail.</i></p> <p>Interpersonal Skills - <i>shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; relates well to different people from backgrounds and different situations.</i></p>	<p>Processes a wide range of personnel actions by keying data accurately in a personnel/payroll database. Protects the privacy of employment data, i.e., award amounts, salaries, social security numbers, home addresses, data on disciplinary actions, etc.</p> <p>Shows commitment to keying data accurately by reviewing personnel and payroll documents carefully prior to entering data.</p> <p>Works effectively with co-workers, employees, managers, and colleagues within and outside the agency to carry out work efficiently. For example, contacts other agencies to request personnel data on new employees, consults with co-workers to determine the appropriateness of actions being taken.</p>	<p>Self Development, mentoring</p> <p>USDA Graduate School Processing Personnel Actions Approx. Cost = \$1,145</p> <p>National Finance Center Processing personnel actions in EPIC & FOCUS training</p> <p>USDA Graduate School Interpersonal Communication Approx. Cost = \$425</p>
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